

ASSISTANT CHIEF FIRE COMMUNICATIONS OFFICER

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a highly responsible supervisory position, the primary duties of which include assisting the Chief of Communications in directing the activities of the Fire Communications Division and the supervision of the Operations section personnel assigned to the communications center. The incumbent of this class assists in the maintenance of records, in overseeing the training of new employees, and assisting in budget preparation. Employees of this class perform routine tasks without supervision and perform special tasks assigned with only general instructions. The employee of this class reports to and has work reviewed by the Chief of Fire Communications. This class ranks directly below that of Chief of Fire Communications.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be logical assignments, neither are they intended to exclude other duties which may be logical assignments to this class.

Assists the Chief of Fire Communications in planning, organizing, and directing activities of the Fire Communications Division with respect to equipment and personnel. Assists in setting goals and objectives for the Communications Division. Makes recommendations for changes in procedures. Handles complaints from the public concerning problems in the Communications Division. Gathers information to be used in compiling the budget for the Communications Division. Recommends the purchase of equipment and supplies in the manner provided by lawful authority, keeping such purchases within the established budget.

Supervises subordinate communications personnel in the performance of all dispatching functions of the Fire Communications Division. Inspects appearance of equipment and personnel and evaluates work performance. Assigns work schedules and approves leave. Reviews reports completed by subordinates. Counsels employees who are experiencing work problems and strives to resolve employee complaints and grievances. Maintains discipline among employees of the Communications Division by conducting corrective interviews.

Provides overall supervision of subordinate personnel who answer emergency and non-emergency telephone calls, making sure that the correct procedures are followed in processing information into the CAD system. Supervises the dispatching of apparatus

and personnel, as well as the notification of any special agencies designated by department procedures in special or emergency situations. Supervises the sounding of fire alarms in all stations using alarm bells or buzzers. Oversees subordinates using the CAD display to monitor the location and status of emergency units. Supervises subordinates receiving and transmitting messages to and from emergency scenes and to and from personnel in related emergency agencies. Makes sure that reserve companies are sent as back-up for stations from which all equipment has been dispatched.

Sees that all communications employees receive training in the operation of communications equipment, dispatch procedures, and related areas of communication work. Provides for on-the-job instruction in the operation of communications equipment and related areas. Personally prepares material for use in training exercises. Prepares and conducts a program of in-service training.

Insures that accurate records of the department activity are maintained. Supervises the preparation and maintenance of division records and reports by reviewing records completed by subordinates and periodically inspecting systems and facilities for maintaining such. Assists the Chief of Fire Communications in the development of information processing systems or the revision of old ones in order to improve accuracy and efficiency of documentation.

Assists in supervising the testing of communications equipment. Provides for the repair of any malfunctioning communications equipment and sees that repairs are completed properly.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the test.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and being a qualified elector of the State of Louisiana.

After offer of promotion, but before beginning work in this class, must pass a medical examination prepared and administered by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without reasonable accommodation.

Must have a minimum of five (5) years of experience in operating fire communications equipment in the fire communications office of a paid fire department.

During the working test period and prior to confirmation, must

successfully complete each of the following Association of Public Safety Communications Official's courses:

- 40-hour Basic Telecommunicator Course,
- 40-hour Emergency Medical Dispatcher Course,
- 40-hour Communications Supervisor Course,
- Effective Supervisory Practices Course.